



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Michael Moseley, Director

July 5, 2006

MEMORANDUM

To: Legislative Oversight Committee Members
Commission for MH/DD/SAS
Consumer/Family Advisory Committee Chairs
State Consumer Family Advisory Committee Chairs
Advocacy Organizations and Groups
North Carolina Association of County Commissioners
County Managers
County Board Chairs
North Carolina Council of Community Programs
State Facility Directors
Area Program Directors
Area Program Board Chairs
DHHS Division Directors
Provider Organizations
MH/DD/SAS Professional Organizations and Groups
MH/DD/SAS Stakeholder Organizations and Groups
Other MH/DD/SAS Stakeholders

From: Mike Moseley 

Re: **Communication Bulletin #058**
Services to Consumers who are Deaf, Hard of Hearing or Deaf-Blind



As we work to increase consumer choice of providers in our redesigned service system, we must ensure that we maintain access to services that are highly specialized or that are not readily available through private providers. The Division believes that hard to recruit specialty clinicians who are fluent in American Sign Language fall into this category.

For well over a decade, the Division has worked to improve the quality of services provided to consumers who are deaf, hard of hearing or deaf-blind that qualify for MH/DD/SA services. The Division has provided dedicated non-UCR funding to a number of Local Management Entities (LMEs) to create regional deaf specialty positions filled by specially trained clinicians who are sign language fluent and culturally competent.

As LMEs have divested of services, there have been questions about the divestiture of these specialized staff. As with all services, it is the Division's position that services should **not** be divested unless there is adequate capacity to replace specialized staff. Therefore, the Division has requested that the LMEs currently funded to provide regional services not proceed with plans to divest unless they have already done so. LMEs that have currently contracted out for these specialty services may continue with their contract arrangement or re-establish deaf specialty positions on the LME payroll.



Attached is a current overview of services provided to consumers who are deaf, hard of hearing or deaf-blind. Attachments include a Regional Staff Roster and Regional LME Assignments.

Thank you for your support of these specialty services. If you have questions, please contact Brad Trotter at brad.trotter@ncmail.net or at 919-715-2774.

cc: Secretary Carmen Hooker Odom
Allen Dobson, MD
Allyn Guffey
Dan Stewart
Executive Leadership Team
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Kaye Holder
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Andrea Russo
Jennifer Hoffman
MH Advisory Council for the Deaf and Hard of Hearing



Overview:
**Services to Consumers who are Deaf,
Hard of Hearing or Deaf-Blind**

Background

Since 1992 the Division of Mental Health, Developmental Disabilities and Substance Abuse Services has provided specialized mental health and substance abuse services statewide for consumers who are deaf, hard of hearing or deaf-blind who qualify for MH/DD/SA services. Regionally-based programming that is culturally and linguistically appropriate is provided by clinicians who are fluent in American Sign Language and understand the treatment needs of this target population. Regional staff are based in Morganton, Charlotte, Greensboro, Fayetteville, Chapel Hill, Raleigh, Wilson and Wilmington. (For the Staff Roster, see Attachment 1.)

In-Patient Services

Earlier this year, inpatient psychiatric and substance abuse services for adults were relocated from Dix hospital and Walter B. Jones ADATC to Broughton hospital in Morganton. The new unit provides statewide inpatient psychiatric and/or substance abuse services to sign language users. For additional information, please contact Connie King at (828) 433-2111 or at connie.king@ncmail.net.)

Regional Out-Patient Services

Deaf Services staff provide direct services to deaf, hard of hearing and deaf-blind consumers in their home catchment area. Direct services include diagnostic assessment, development of the Person Centered Plan, individual/group/family therapy, community support, and consultation/technical assistance. It is expected that these specialized staff will be involved in all Diagnostic Assessments and PCPs in the home catchment area for consumers using sign language.

Upon request, Deaf Services staff are available provide Diagnostic Assessment, Person Centered Planning, individual/group/family therapy, community support, and consultation/technical assistance in their region as schedules permit. It is expected that these staff will provide services to providers in their region at no cost other than transportation. (For a listing of LME coverage, see Attachment 2.)

Sign Language Interpreting/Reimbursement

The provision of services through the use of a sign language interpreter is seldom recommended for good service outcomes, yet the Division recognizes that sign fluent staff are not always available. Therefore, the Division has set aside funding to partially reimburse the LMEs for their interpreting costs. It should be noted that the LME/provider also share responsibility for making programs and services accessible. Title II of the

Americans with Disabilities Act clearly indicates that providing accessibility is part of the cost of doing business. Prior to authorizing interpreting services, the LME/provider should consult with a regional specialist to review alternatives to the use of a sign language interpreter.

The NC Division of Services for the Deaf and Hard of Hearing maintains a directory of licensed sign language interpreters. Please see:

<http://dsdhh.dhhs.state.nc.us/division/interpreter/interpreter.html>

Advisory Council

The Mental Health Advisory Council for the Deaf and Hard of Hearing is appointed by the Director of the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services. The duties of the Council are to advise the Division of MH/DD/SAS on the development and implementation of the long-range plan. The Council meets on a quarterly basis.

Contact

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Community Policy Management/Best Practice
3005 Mail Service Center
Raleigh, NC 27699-3005
(919) 715-2774 (V)
(919) 715-1233 (TTY)
brad.trotter@ncmail.net

Out-patient Services:

Location	Staff	US Mail Address	Telephone	Email
Charlotte	Scott Staubach	Journey, Inc 3500 Ellington St. Charlotte, NC 28211	704-532-7430 T 704-532-7446 V 704-532-7429 F	sstaubach@journeymh.com
	Ben Hollingsworth	Journey, Inc 3500 Ellington St. Charlotte, NC 28211	704-532-7430 T 704-532-7446 V 704-532-7429 F	bhollingsworth@journeymh.com
	Vacant	Journey, Inc 3500 Ellington St. Charlotte, NC 28211	704-532-7430 T 704-532-7446 V 704-532-7429 F	
Morganton	Vacant	Foothills Area Program 1001-A E. Union Street Morganton, NC 28655	828-438-6228 V 828-438-5573 T 828-438-6229 F	
	Tiffany Weilnau	Foothills Area Program 1001-A E. Union Street Morganton, NC 28655	828-438-6228 V 828-438-7013 T 828-438-6229 F	Tiffany.Weilnau@foothills-bhc.org
	Vacant	Foothills Area Program 1001-A E. Union Street Morganton, NC 28655	828-438-6228 V 828-438-5572 T 828-438-6229 F	
	Stacy Wilson	Foothills Area Program 1001-A E. Union Street Morganton, NC 28655	828-438-6228 V 828-438-7010 T 828-438-6229 F	Stacy.Wilson@foothills-bhc.org
Greensboro	Deb Nicoli	The Guilford Center 201 North Eugene Street Greensboro, NC 27401	336-641-3579 V 336-641-8020 T 336-641-6409 F	Dnicoli@guilfordcenter.com
	Virginia Hohlt	The Guilford Center 201 North Eugene Street Greensboro, NC 27401	336-641-7483 V 336-641-5600 T 336-641-6409 F	vhohlt@guilfordcenter.com
Chapel Hill	Terry Tucker	OPC Area Program 234 Orange Grove St. Hillsborough, NC 27278	919-732-4732 V 919-732-4732 T 919-732-3506 F	Wattsup212@aol.com
	Christy Powell	OPC Area Program 234 Orange Grove St. Hillsborough, NC 27278	919-732-4740 V 919-732-4740 T 919-732-3506 F	Cpowell@opc-mhc.org
Fayetteville	Dionne Hall	Cumberland Mental Health 109 Bradford Avenue Fayetteville, NC 28301	910-323-0601 V 910-485-7088 T 910-323-0096 F	Dhall@mail.ccmentalhealth.org
	(Vacant)	Cumberland Mental Health 109 Bradford Avenue Fayetteville, NC 28301	910-323-2311 V 910-323-2311 T 910-323-0096 F	

Raleigh	Suzanne Burley	Wake Co. Human Services 3010 Falstaff Rd. Raleigh, NC 27610	919-212-7850 V 919-250-3051 T 919-250-3194 F	Suzanne.Burley@co.wake.nc.us
	Ashley Benton	Wake Co. Human Services 3010 Falstaff Rd. Raleigh, NC 27610	919-212-7850 V 919-212-9362 T 919-250-3194 F	Ashley.Benton@co.wake.nc.us
	Kristen Girardi	Wake Co. Human Services 3010 Falstaff Rd. Raleigh, NC 27610	919-212-7850 V 919-250-3051 T 919-250-3194 F	kristen.girardi@co.wake.nc.us
	Marilyn Trader	Wake Co. Human Services 3010 Falstaff Rd. Raleigh, NC 27610	919-212-7850 V 919-250-3051 T 919-250-3194 F	Marilyn.Trader@co.wake.nc.us
Wilson	Thomas Pedigo	Health Services Personnel 2115 A Forest Hills Rd West Wilson, NC 27893	252-234-7800 V 252-234-6066 T 252-233-7030 F	Tpedigo@rescare.com
	Vacant	Health Services Personnel 2115 A Forest Hills Rd West Wilson, NC 27893	252-234-7800 V 252-234-6066 T 252-233-7030 F	
Wilmington	Yolanda Blount	SEC MH/DD/SAS PO Box 1230 Wilmington, NC 28409	910-251-6501 V 910-254-1107 T 910-251-6557 F	Blount@secmh.org
	Vacant	SEC MH/DD/SAS PO Box 1230 Wilmington, NC 28409	910-251-6501 V 910-254-1107 T 910-251-6557 F	

In-Patient MH/SA Services

Location	Staff	Address	Phone	Email
Morganton	Connie King	Broughton Hospital Deaf Services Unit 1000 South Sterling St. Morganton, NC 28655	828-433-2111	connie.king@ncmail.net

Central Office

Location	Staff	Address	Phone	Email
Raleigh	Brad Trotter	Div. of MHDDSAS 3005 MSC Raleigh, NC 27699-3005	919-715-2774 V 919-715-1233 T 919-715-3604 F	Brad.Trotter@ncmail.net

Regional Assignments
Services to the Deaf, Hard of Hearing and Deaf-Blind
6/1/06

LME	ASSIGNED CASP	COUNTY COVERAGE
Alamance-Caswell-Rockingham	OPC	Alamance, Caswell, Rockingham
Albemarle	Wilson-Greene	Camden, Chowan, Currituck, Dare, Pasquotank, Perquimans
Catawba	Foothills	Catawba
CenterPoint	Guilford	Davie, Forsyth, Stokes
Crossroads	Guilford	Iredell, Surry, Yadkin
Cumberland	Cumberland	Cumberland
Durham Center	OPC	Durham
Eastpointe	Southeastern Center	Duplin, Sampson, Lenoir, Wayne
Edgecombe-Nash	Wilson-Greene	Edgecombe, Nash
Five County	OPC	Franklin, Granville, Halifax, Vance, Warren
Foothills	Foothills	Alexander, Burke, Caldwell, McDowell
Guilford	Guilford	Guilford
Johnson	Wake	Johnson
Mecklenburg	Mecklenburg	Mecklenburg
Neuse	Southeastern Center	Craven, Jones, Pamlico
New River	Foothills	Alleghany, Ashe, Avery, Watauga, Wilkes
Onslow-Carteret	Southeastern Center	Onslow, Carteret
OPC	OPC	Orange, Person, Chatham
Pathways	Mecklenburg	Gaston, Lincoln, Cleveland
Piedmont	Mecklenburg	Cabarrus, Davidson, Rowan, Stanly, Union
Pitt	Wilson-Greene	Pitt
Roanoke-Chowan	Wilson-Greene	Bertie, Gates, Hertford, Northampton
Rockingham	OPC	Rockingham
Sandhills	Cumberland	Anson, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond
Smoky Mountain	Foothills	Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain
Southeastern Center	Southeastern Center	Brunswick, New Hanover, Pender,
Southeastern Regional	Cumberland	Bladen, Columbus, Robeson, Scotland
Tideland	Wilson-Greene	Beaufort, Hyde, Martin, Tyrell, Washington
Wake	Wake	Wake
Western Highlands	Foothills	Buncombe, Henderson, Madison, Mitchell, Polk, Rutherford, Transylvania, Yancey
Wilson-Greene	Wilson-Greene	Wilson, Greene